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Solicitor General and Public Security

VICTIMS SERVICES STATUS REPORT

2010-2011

VICTIMS DESERVE TO BE HEARD

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REPORT HIGHLIGHTS

Financial Commitments

- Total financial expenditures for the Victims Services Branch in 2010-2011 were \$27,578,649.
- A total of \$13,506,238 was provided to eligible victims of crime by the Financial Benefits Program during this period.
- The total amount of grants *paid* to victims programs from the Victims of Crime Fund in 2010-2011 was \$9,882,865; this includes \$105,003 under the Federal Government sponsored underserved program and \$5,722,156 from prior year commitments.
- In 2010-2011, the Minister *approved* grants from the Victims of Crime Fund totaling \$9,212,239 for 64 victim service programs. Of this amount, \$4,055,706 was payable in 2010-2011, and \$5,156,533 will be payable over the next three years (multi-year grants) from 2011-2012 to 2013-2014.
- Prior to 2010-2011, \$2,367,128 was committed to multi-year funding beyond March 31, 2011. This amount combined with the \$5,156,533 awarded this year equals a total future commitment of \$7,523,661 payable between 2011-2012 and 2013-2014.

Police-based and Community-based Programs

- Police-based programs (RCMP, municipal police, and First Nations police) were awarded 56% (\$5,124,427) of the total grants approved in 2010-2011.
- Community-based programs (programs that respond to the needs of victims of crime in specialized ways) were awarded 44% (\$4,087,812) of the total grants approved in 2010-2011.
- As of March 31, 2011, Alberta had a network of 74 police-based victim service programs primarily operating out of 132 police detachments and divisions.

Victims of Crime

- Victim service programs reported responding to 49,735 new cases of crime or tragedy; 31,252 or 63% of which involved assistance to victims of violent crime.
- Victim service programs reported providing services to 67,114 people in 2010-2011, in which 56,403 (84%) were adults and 10,711 (16%) were under the age of 18.
- Approximately 1,650 volunteer advocates, board members and special purpose volunteers contributed a total of 163,399 volunteer hours in 2010-2011.
- Intervention was the most frequent assistance provided for new and ongoing cases.
- General assistance provided (information, crisis intervention and referrals) accounted for the majority (41%) of advocates' time.
- 15,410 Victim Impact Statement packages were distributed to victims of crime in 2010-2011. The majority were distributed in cases of assault.

PURPOSE OF THE REPORT

The purpose of the Victims of Crime Status Report is to provide an annual summary of the programs and services supported or administered by the Alberta Solicitor General and Public Security to assist individuals who have been a victim of crime in Alberta.

According to the *Victims of Crime Act and Regulation*, the Alberta Solicitor General and Public Security is responsible for i) providing a financial benefits program to recognize injury (ies) sustained by an individual as a result of a violent crime, ii) providing a grants program for police-based and community-based organizations who offer supports and services to victims of crime, and iii) overseeing the overall administration of the *Act / Regulation*.

Details of these programs and services are provided throughout the report, and include up-to-date information and statistics compiled from rigorous reporting requirements for the fiscal year (April 1 to March 31, 2010-2011).

VICTIMIZATION TRENDS

Victimization impacts every one of us – it cuts across all socio-economic and political lines, impacting men, women and children. According to the Criminal Code of Canada, there are two main categories of victimization: personal / household victimization, and violent victimization.

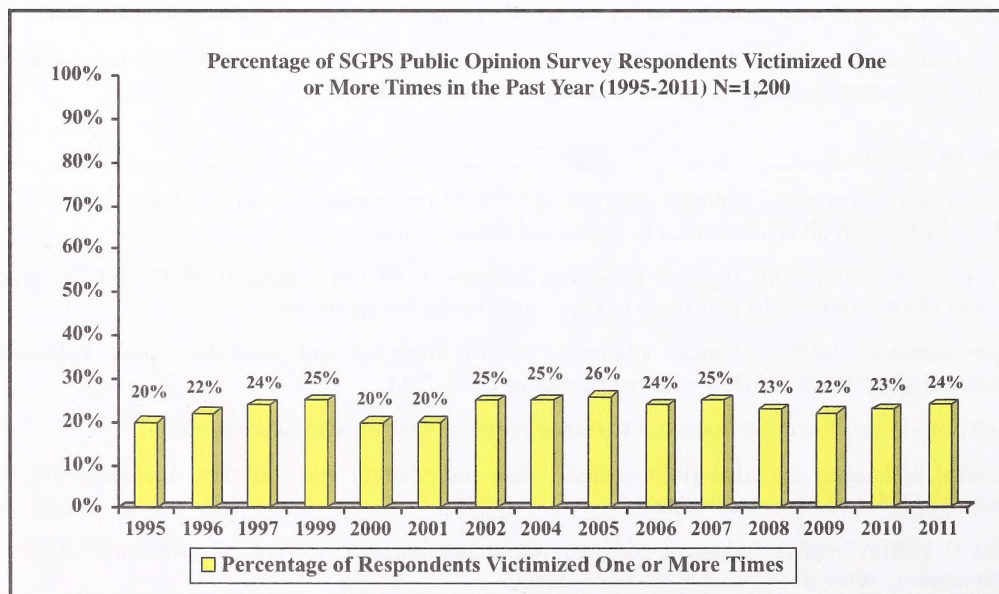


Figure 1

Personal / household victimization includes a number of offences including: vandalism, theft of personal property, theft of household property, motor vehicle/parts theft, and break and enter. Violent victimization refers to the more serious crimes including: physical and sexual assault, robbery and homicide.

A number of reports are produced both at the provincial and federal levels to monitor the types of victimization that are taking place in our communities, as well as observe the degree of victimization over time.

Since 1995 to present, the Solicitor General and Public Security has conducted an annual public survey in which 1200 Albertans who represent a broad cross section of the population are randomly selected (through random digit dialing) to participate in a survey consisting of a series of questions regarding the programs and services provided by the Ministry, including supports to individuals who have been victimized¹.

One of the questions that has been asked consistently in the survey is: "How many times have you been a victim in the past year?". Survey findings indicate that victimization rates have remained relatively stable, ranging from 20% to 26% of the respondents who have been victimized over time (**Figure 1**).

These findings are consistent with the General Social Survey, conducted by the Canadian Centre for Justice Statistics - Statistics Canada. This survey was first conducted in 1988,

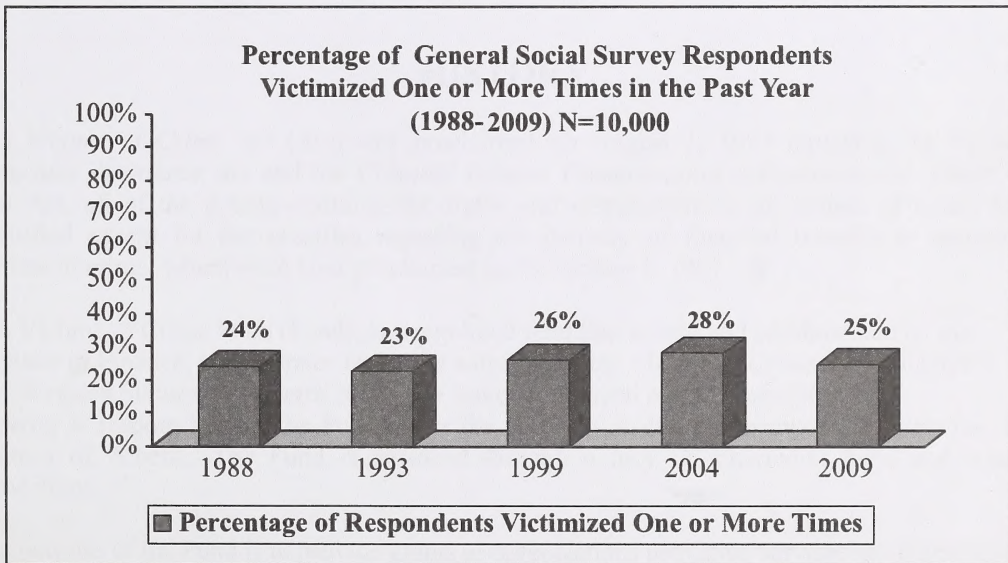


Figure 2

¹ Select questions in the survey are asked by both the Solicitor General and Public Security, and Alberta Justice (who also conducts a public opinion survey). Responses for these questions are compiled yielding a sample size of 1900 however this does not apply to the question on victimization.

and is administered every 5 years to measure respondents' experiences with crime, and the criminal justice system². Results are available for: 1988, 1993, 1999, 2004, and 2009.

The survey uses a similar methodology as the Solicitor General and Public Opinion Survey, where ten thousand participants³ representing a cross-section of the population aged 15 years and older in all of the 10 provinces are contacted through random digit dialing. The survey asks whether the respondent has been a victim of at least one crime in the previous year⁴. Results have remained relatively stable over time, with a rate between 23 and 28%⁵ (**Figure 2**) and are consistent with the findings at the provincial level. Despite the similar findings in victimization trends between the Solicitor General and Public Opinion Survey, and the General Social Survey (GSS), the GSS also indicates higher self-reported household and violent victimization rate in Western Canada⁶ - a trend that has been consistent since they first started conducting their survey. An analysis of their findings in the past decade also indicates that personal theft / household theft appears to be more prevalent than violent victimization.

In the proceeding pages, this report not only provides information regarding the Solicitor General and Public Security's responsibilities under the *Victims of Crime Act and Regulation*, it also provides detailed information about the people who have been a victim of either personal / household or violent crime in 2010-2011 which lead them coming into contact with the financial benefits program or with a police-based / community-based victim serving organization.

² Gartner, Rosemary, and Anthony N. Doob "Trends in Criminal Victimization: 1988-1993"; Statistics Canada (June 1994).

³ Ibid

⁴ Ibid

⁵ Percentages are approximate

⁶ Perrault, Samuel and Shannon Brennan "Criminal Victimization in Canada – 2009"; Statistics Canada (Summer 2010)

BUSINESS PLAN

All Government of Alberta Ministries are responsible for preparing three-year business plans in accordance with the *Government Accountability Act* and established accounting practices.

Under Goal Four of the Solicitor General and Public Security (SGPS) 2011-2014 business plan: "Support is provided to victims of crime and organizations that support victims of crime", the Ministry is responsible for providing financial benefits, assistance and support to eligible victims of crime, and collaborate with community groups and organizations to meet the needs of victims of crime.

There are two priority initiatives under Goal 4. These are:

- 4.1 Provide fair and timely financial assistance to eligible victims of violent crime.
- 4.2 Provide direction, leadership and support to organizations that assist victims of crime throughout the criminal justice process.

Victims Services within the Public Security Division of the Solicitor General and Public Security supports the work to meet the priority initiatives identified in the 2011-2014 business plan.

HISTORY

The *Victims of Crime Act (Act)* was proclaimed on August 1, 1997 replacing the *Victims' Programs Assistance Act* and the *Criminal Injuries Compensation Act* respectively. Under the new Act, all of the details outlining the rights and responsibilities of victims of crime were identified except for the specifics regarding the delivery of financial benefits to individual victims of crime; which were later proclaimed on November 1, 1997.

The Victims of Crime Fund (Fund), is a regulated fund that is held and administered by the Minister of Finance, and operates under the authority of the *Victims of Crime Act* - Chapter V-3, Revised Statutes of Alberta 2000. The Solicitor General and Minister of Public Security is responsible for the Fund under the authority of the *Government Organization Act*, Statutes of Alberta. The Fund is financed through a levy on provincial fines and federal convictions.

The purpose of the Fund is to provide grants to organizations providing services to victims and to pay financial benefits to victims who have been injured as a result of a violent crime occurring in Alberta. As of March 31, 2011 the Fund had net assets of \$49,400,000.

The Minister, in accordance with the *Act* and regulations may use the Fund for:

- grants under section 11 of the *Act* with respect to programs that benefit victims of crime
- costs incurred by the Committee and the Criminal Injuries Review Board in carrying out their duties
- remuneration and expenses payable to the members of the Committee and the Criminal Injuries Review Board
- financial benefits payable pursuant to the *Act*
- paying the costs of administering the *Act*

In May 2005, the *Act* incorporated the Canadian Statement of Basic Principles of Justice for Victims of Crime which reiterates the need to treat victims with courtesy, compassion, respect and privacy. The principles state victims should be provided with information about the role they play within the justice system and acknowledge that victim's views and concerns are important.

Under the *Act*, the Minister has appointed a Director who is responsible for providing victims and their families with general information concerning services available for victims, how the justice system operates, and overall administration of the *Act*. The Director also evaluates applications for, and makes decisions regarding eligibility for financial benefits in accordance with section 13 of the *Act*. The Director is also responsible for providing victims who feel that they have not been treated in accordance with the principles of the *Act* with information on how to resolve their concerns.

Two core programs operate under the *Act* – a financial benefits program for eligible victims who have suffered injury or death as a result of a violent crime, and a grant program that provides funding to eligible groups and organizations offering information, assistance and support to victims throughout their involvement with the criminal justice process.

In the fall / winter of 2010-2011, the Ministry began a review of the *Act* and Regulations prior to their expiry in June 2011, to ensure that legislation continues to best meet the needs of victims of crime in Alberta. The Ministry conducted a number of consultations with both internal and external stakeholders as part of this legislative review, including the Alberta Police Based Victim Services Association (APBVSA), Women's Emergency Shelters and Mothers Against Drunk Driving. Work on the new *Act* and Regulations will continue into 2011-2012.

FINANCIAL BENEFITS PROGRAM

In November 1997, Alberta's *Victims of Crime Act (Act)* introduced the Financial Benefits Program, which is supported by the Victims of Crime Fund (Fund).

The Financial Benefits Program provides a financial benefit to victims of violent crime in Alberta as an acknowledgment of their victimization. Benefits are based on the victim's verified injuries. The injury benefit amounts are prescribed in the *Victims of Crime Regulation*. However, victims may seek restitution or take civil action for cost recovery or losses from the offender, such as compensation for property damage, medical expenses, loss of wages or pain and suffering.

The Financial Benefits Program also has a monthly supplementary benefit of \$1,000 for eligible victims who are fully dependent on others for basic functions, such as bathing, feeding and personal care. This benefit was introduced in 2008 and currently there are 19 victims receiving this benefit.

To qualify for a financial benefit, victims must report the crime to police within a reasonable period of time and cooperate with the investigation of the incident. The victim's criminal lifestyle is also a factor in determining eligibility for benefits. There is a two year time limit to apply for financial benefits. Applications must be received within two years of the date of the incident; however, this time limit may be extended in extenuating circumstances. Charges do not have to be laid, or a conviction registered to apply for the program.

The number of applications to the Financial Benefits Program has increased in recent years from an average of 167 applications per month in 2006-2007, to an average of 202 per month in 2010-2011 (**Figure 3**). In 2010-2011, 2,427 applications for financial benefits were submitted to the program. During this period, a total of \$13,506,238 was provided to victims from the Fund as a direct result of a violent crime committed in Alberta.

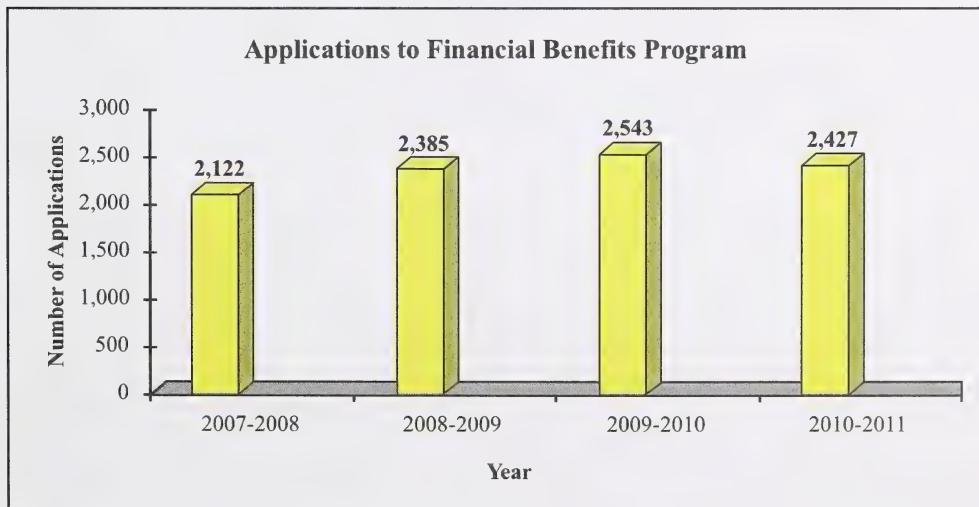


Figure 3

CRIMINAL INJURIES REVIEW BOARD

If a victim is not satisfied with the decision made by the Financial Benefits program regarding their application, they have the option of submitting this decision to the Criminal Injuries Review Board who then will conduct an independent review of the decision. Applicants must submit requests for a review within thirty days of receiving the decision letter on their application. This deadline may be extended if the Board considers it appropriate to do so. The Board Chair reviews all requests for review and may refuse the request if it is without merit.

In 2010-2011, 307 requests for review were concluded. Two hundred and eighty one reviews were heard by the Board, over 43 hearing days.

VICTIMS OF CRIME PROGRAMS COMMITTEE

One of the provisions under the *Victims of Crime Act* is the establishment of a Victims of Crime Programs Committee who is responsible for evaluating grant applications submitted by eligible police-based and community-based programs to support victims of crime, and submit their recommendations to the Minister who makes the final decision in regards to the grants that are awarded.

Members of the committee are appointed by the Solicitor General and Minister of Public Security. The Committee consists of five members: three representing the community-at-large, one representing the police and one representing government.

The committee meets twice per year to evaluate grant applications submitted for the April 1st and October 1st application deadlines.

In 2010-2011, the Committee met in June and December to review the applications and recommended 63 grant applications and one in term grant increase to the Solicitor General and Minister of Public Security.

VICTIMS ASSISTANCE PROGRAMS - GRANT FUNDING AGREEMENTS

There are two kinds of victim assistance programs in Alberta – police-based victim services programs and community-based programs or initiatives. These programs are eligible to apply for a grant from the Victims of Crime Fund, administered by the Solicitor General and Public Security as per the Victims of Crime Act.

Grants range from one to three years in duration, and are governed by a conditional grant agreement which requires programs to submit program activity reports, annual financial statements, and a final evaluation report.

Conditional Grant Agreements are usually one year in duration; however multi-year grant funding commitments for up to three years are available for established programs that have operated successfully for three consecutive years with Alberta Solicitor General and Public Security Victims Services. Further, established programs must have met the conditions of previous funding Agreements and demonstrated sound management and fiscal practices. The multi-year option enables established programs to budget for the future based on secure funding, thus facilitating longer term planning.

A new reporting requirement - the Annual Progress Report, was introduced in 2010. This report is for programs that have multi-year funding agreements. This report documents the progress of the program over the course of the previous year(s) as they work towards the objectives stated in their funding application. This requirement increases the reporting frequency of the funded programs to Victims Services and ensures greater accountability.

Police-Based Programs:

The grant funding formula ensures fair and equitable allocation of grant monies throughout the province through the establishment of a base funding amount for police-based victim service programs. The base funding amount reflects a commitment to making police-based programs a funding priority.

Grant Funding Formula:

- allocates a specified base funding amount from the Victims of Crime Fund to police-based programs who provide victim services;
- utilizes a per crime amount, calculated using the Uniform Crime Report data on all crime incidents in the service area, as submitted to Statistics Canada by all police services;
- establishes a minimum base funding amount to police-based programs of \$15,000 per program per year;
- establishes a maximum grant amount of \$150,000 to police-based programs;
- the police-based programs in Calgary and Edmonton receive a maximum grant amount of \$300,000.

Discretionary Funding Factors:

In addition to the base funding amount, police-based programs may request additional funding if any discretionary factors apply, such as: a large geographical area with a low population density, unique demographics, weak economic base, lack of other support services, if it is a new program, or other special circumstances that may be identified by the applicant.

Community-Based Programs:

Organizations that provide value-added, specialized programs or initiatives that support victims during their involvement in the criminal justice process may also apply for funding from the Victims of Crime Fund. There is no minimum amount for programs and the maximum grant amount is \$150,000. The Ministry business plan has required a directed effort at identifying and supporting specialized community organizations that meet the mandate of Victims Services. Over the last several years there has been an increase in the number of these types of organizations receiving funding. Specialized services for child and other sexual assault victims, domestic violence, human trafficking and culturally specific programs are some examples of these organizations.

APPROVED GRANTS

In 2010-2011, the Solicitor General and Minister of Public Security approved grants totaling \$9,212,239 for 64 victim services programs. Of these awards, \$4,055,706 was payable in this fiscal year and the balance (\$5,156,533) will be payable over the next three years.

Prior to 2010-2011, \$2,367,128 was committed to multi-year funding. This amount combined with the \$5,156,533 awarded this year equals a future commitment of \$7,523,661 payable from 2011-2012 to 2013-2014.

The total amount paid to victims programs from the Victims of Crime Fund in 2010-2011 was \$9,882,865 (**Figure 4**).

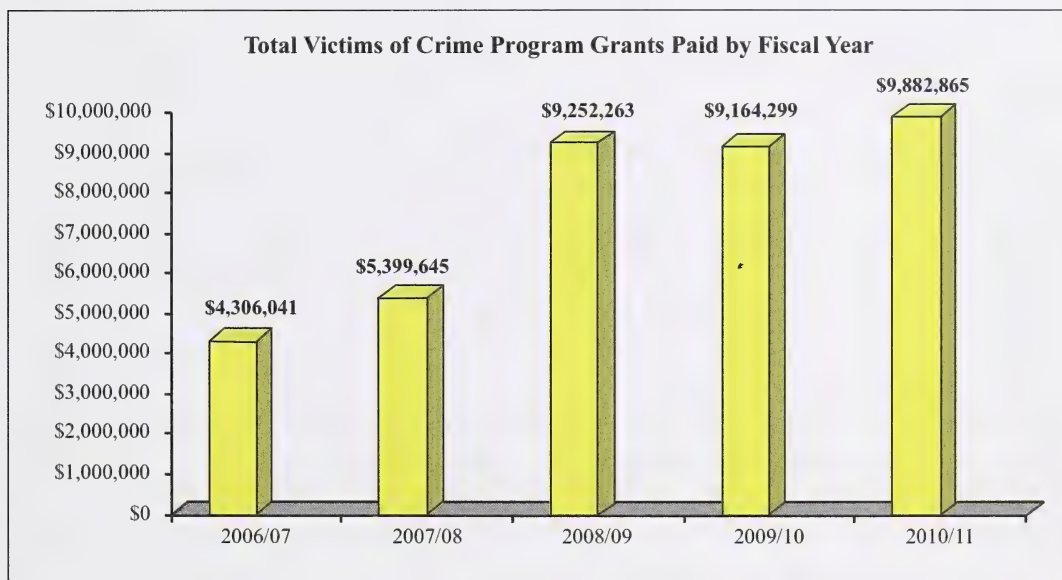


Figure 4

Police-Based Programs

Police-based programs were awarded 56 percent (\$5,124,427) of the total grants approved in 2010-2011 (**Figure 5**).

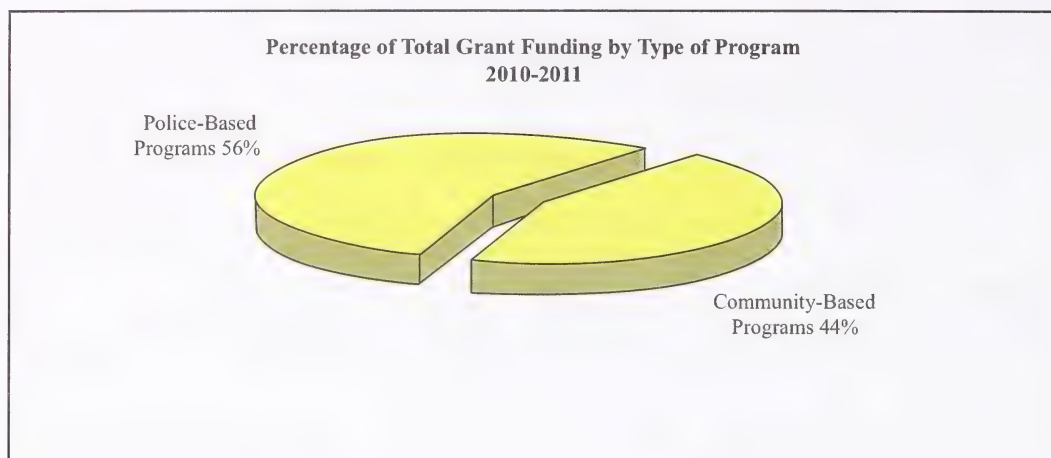


Figure 5

Of the 38 police-based programs awarded funding in 2010-2011, 24 were approved for grants for a one year term and 14 police-based programs were approved for multi-year funding.

Networks of police-based victim assistance programs now provide services for victims across the province. As of March 31, 2011, there were 74 police-based victims programs primarily operating out of 132 police departments and divisions in Alberta.

Services Provided

Services provided to victims include: intervention and support, information about their case and criminal justice proceedings, information about medical, legal and social services available to assist them, referrals to other community agencies, and courtroom orientation and accompaniment

Police-based programs also provide victims of crime with information about completing victim impact statements, requesting restitution, and applying for financial benefits.

These programs provide a continuum of services to victims from the time of first response by police to the disposition of the case by the courts.

Community-Based Programs

Community-based organizations provide a valuable specialized service to victims of crime, and are eligible for funding through the Victims of Crime Fund (VOCF) grants program. Community programs were awarded 44 percent (\$4,087,812) of total grants awarded in 2010-2011 (**Figure 5**). Examples of community-based organizations include: sexual assault centers (e.g. Strathcona Shelter Society, Zebra Child Protection Society), cultural specific programs (e.g. Changing Together, Lesser Slave Lake Indian Regional Council Victim Services), and specialized services such as support to human trafficking victims (e.g. Action Coalition on Human Trafficking Association).

POLICE-BASED VICTIM SERVICES UNITS

One Year Grants *Approved* in 2010-2011

The following police-based programs received approval for a one year grant in 2010-2011:

Program Name	Approved Grant Amount
Assumption Region Community Policing Society	\$150,000
Athabasca Regional Victim Services Society	\$81,473
Beaverlodge Victim Services Unit Society	\$25,000
Big Country Victim Services Association	\$99,000
Bow Island – Foremost Victims Assistance Association	\$21,400
Brooks & District Victims' Assistance Association	\$80,000
Brooks & District Victims' Assistance Association ⁷	\$80,000
Cochrane and Area Victim Services Society	\$81,000
Fairview Victims Assistance Association	\$45,000
Flagstaff's Initiative to Relationship & Spousal Trauma Society	\$42,000
Hinton District Victim Services Society	\$73,000
Lac La Biche Society, Victims Service Unit	\$125,000
Lethbridge Detachment Victim Assistance Society	\$27,815 ⁸
Mackenzie Regional Community Policing Society	\$150,000
Manning Regional Victim Services Society	\$47,500
Maskwachees Victims Services Society	\$150,000

⁷ This unit received a one year grant in each of the April and October granting cycles.

⁸ This unit received a one year in term increase.

Program Name	Approved Grant Amount
Peace Regional Victim Services Society	\$125,000
RCMP 'K' Division – Community Policing – Victim Services Program	\$130,000
Redcliff Victim Service Unit Association	\$52,500
Rimbey & District Victim Services Society	\$53,000
Rocky & District Victim Services Unit Society	\$100,000
Taber Community Action and Prevention Society	\$39,175
Three Hills Victim Services Association	\$47,250
Wabasca Regional Victim Services Society	\$55,000
Sub Total	\$1,880,113 (A)

Multi-Year Grants *Approved* in 2010-2011

The Victims of Crime Fund grants also supported the following police-based programs through multi-year grants for 2010-2011, 2011-2012, and 2012-2013. In some cases the multi-year grants extended to 2013-2014 depending on the timing of the grant period for each respective organization (which may not necessarily coincide with the government fiscal period of April 1 – March 31).

Total Grants *approved* for police-based programs in 2010-2011 was:

Program Name	Approved Grant Amount
Bonnyville Victim Services Society	\$123,000
Coronation/Consort Victim Services Unit	\$44,000
Crisis Association of Vegreville	\$24,085
Crowsnest Livingstone Victim Services Unit	\$54,566
Heartland Victim Services Unit Society	\$47,560

Program Name	Approved Grant Amount
High Prairie & District RCMP Victim Assistance Society	\$115,000
Highway 43 RCMP Victims' Services Unit Society	\$90,000
Jasper Victims Services Society	\$70,000
Leduc & District Victim Assistance Society	\$150,000
Lethbridge Regional Police Service Victim/Witness Services	\$150,000
Ponoka Victims Services Association	\$87,000
Red Deer Rural Victim Assistance Society	\$85,000
Strathcona County RCMP Victim Services Unit	\$109,369
Two Hills & Area Victim Services Society (9 months)	\$26,250
Two Hills & Area Victim Services Society	\$36,000
Sub Total	\$1,211,830 (B)

Total Grants *approved* for police-based programs in 2010-2011 was **\$3,091,943** (Columns A+B)

Multi-Year Grants *Paid* in 2010-2011

Program Name	Paid Grant Amount
Airdrie and District Victims Assistance Society	\$100,000
Barrhead Community Victim Services Unit Association	\$26,066
Bashaw Victim Assistance Society	\$38,490
Battle River Victim Assistance Society	\$102,535
Beaver County Victim Services Association	\$36,600
Blood Tribe Police Service Victim Services Unit	\$150,000

Program Name	Paid Grant Amount
Bow Island-Foremost Victim Assistance Association	\$21,400
Bow Valley Victim Services Association	\$74,050
Calgary Police Service Victim Assistance Unit	\$300,000
Camrose & District Victim Services Society	\$66,150
Cardium Region Victim Services Unit Society	\$115,000
Chinook Arch Victim's Services Society	\$95,000
Cold Lake Victim Services Society	\$140,500
Edmonton Police Service Victim Assistance Unit	\$300,000
Edson and District Victim Services Society	\$55,000
Foothills Regional Victim Services Association	\$103,000
Fort McMurray Victim Services Society	\$150,000
Grande Cache Victim Services Society	\$50,415
Grande Prairie & District RCMP Victims' Assistance Program Association	\$150,000
Heartland Victim Services Unit Society	\$14,200
Heartland Victim Services Unit Society	\$8,845
High Level Community Policing Society	\$136,000
Highway 43 RCMP Victims' Services Unit Society	\$55,000
Highway 43 RCMP Victims' Services Unit Society	\$31,160
Hinton District Victim Services Society	\$73,000
Innisfail & District Victim Services Society	\$24,306
Lac La Biche Society, Victims Service Unit	\$100,000

Program Name	Paid Grant Amount
Lac La Biche Society, Victims Service Unit	\$50,000
Lacombe Victim Services Association	\$35,000
Lethbridge Detachment Victim Assistance Society	\$17,185
Medicine Hat Police Service Victim Assistance Unit	\$134,065
Midwest Victim Services	\$66,263
Ranchlands Victim Services Society	\$110,250
RCMP K Division-Community Policing-Victim Services Program	\$81,000
Red Deer City RCMP Victim Services	\$150,000
Redwater - Smoky Lake Victim Services Society	\$114,900
Rimbey & District Victim Services Society	\$38,000
Slave Lake Victims Services Society	\$52,000
St. Albert Victim Service Association	\$89,751
St. Paul and Area Victim Services Society	\$125,570
Strathmore Regional Victim Services Society	\$74,000
Sylvan Lake & District Victim Services Association	\$80,850
Two Hills & Area Victim Services Society	\$20,000
Victim Services Society of Stony Plain, Spruce Grove & District	\$150,000
Victim Services Unit Association - Sturgeon Region	\$66,150
Volunteer Programs Association - Fort Saskatchewan	\$60,177
Vulcan Regional Victims Services Society	\$32,000

Program Name	Paid Grant Amount
Wabasca Regional Victim Services Society	\$32,250
Westlock Community Victim Services Unit	\$69,000
Wetaskiwin & District Victim Services Society	\$144,435

COMMUNITY-BASED ORGANIZATIONS

One Year Grants *Approved* in 2010-2011

Action Coalition on Human Trafficking Association	\$130,000
<p>Though housed within Changing Together – A Centre for Immigrant Women, the Action Coalition on Human Trafficking, (ACT), successfully obtained independent society status in response to an expanded scope beyond the focus of Changing Together. Concerned with identifying and responding to human trafficking in Alberta, main activities include raising awareness, providing training to service providers, forming and supporting local chapters of ACT throughout Alberta, providing direct services and referrals to victims through Human Trafficking Response Teams, and providing a venue for the sharing of best practices for victim assistance. Grant funding assists the organization in becoming a separate entity, including activities relating to organizational board recruitment, professional development and communications. Funding also supports the Executive Director position, the hiring of a Project Assistant and honorariums for chapter Coordinators. With increased requests for presentations and more victim assistance anticipated, the Calgary Chapter Coordinator position will be expanded to meet the needs of its community. The position plans to assist in setting up anticipated southern Alberta Chapters. ACT Alberta's ongoing goal is the formation of new chapters in Medicine Hat, Brooks, Lethbridge and the Mountain Parks to help expand and enhance community capacity in understanding and responding to the issue of human trafficking.</p>	

Alberta Police-Based Victim Services Association (APBVSA)	\$100,000
<p>The Alberta Police Based Victim Services Association (APBVSA) is a non-profit organization representing all police-based victim services programs throughout the province of Alberta. It promotes leadership, education, professional development and mentorship within and between all members of the Association. Grant funding helps the Association provide increased support to membership programs through a broad range of activities. The staff position funded through the Victims of Crime Fund has changed from an Education Coordinator to a Membership Administrator, providing direct support to program managers and membership programs, facilitating APBVSA training and ensuring that all obligations are met in a timely and effective manner. Further enhancements to the support offered by the APBVSA include, amongst others, on-site visits to programs to promote operational best practices; providing a selection of materials for awareness, volunteer recruitment and community support; maintaining and enhancing the website and upgrading and improving training events offered by the APBVSA. The Association is also working to develop a marketing strategy and promotion campaign to raise the profile of local victim services programs.</p>	

Bissell Centre	\$75,000
<p>The Bissell Centre and Boyle Street Community Services are multi-service inner-city Edmonton organizations offering programs that assist people to meet basic needs, build social support, and make lasting improvements to their lives and those of their children. A partnership initiative between both agencies and grant funding supports the 'Inner City Victim Services Program'. This program provides street level access to inner city people who are victims of crime, working to bridge the gap between mainstream services and people who have been underserved. A full time Victim Support Worker works 2 days per week at the Bissell Centre and 2 days per week at Boyle Street Community Services, with one day per week spent building community relationships.</p>	

Calgary Chinese Elderly Citizens Association	\$135,000
<p>The Calgary Chinese Elderly Citizen's Association (CCECA) was first established in 1985. CCECA's mandate is to provide a supportive and barrier-free environment to help bridge the gap for Chinese seniors and new immigrants to live an independent and fulfilled life in Canada. CCECA provides a number of services including: information, assistance with benefit applications, assistance with transportation and home support, and support in family violence situations. Grant funding assists the CCECA in providing culturally sensitive services to victims of family violence, including support engaging with the criminal justice system, support to mainstream and immigrant serving agencies to increase capacity for appropriate service delivery to the Chinese community, and promoting greater public awareness/education of the unique characteristics of family violence in the Chinese community. Grant funding also supports a program evaluation by the University of Calgary's Faculty of Social Work to further develop and enhance a culturally competent model for supporting victims from culturally diverse communities. This evaluation will identify and measure program outcomes and assess overall service delivery.</p>	

Calgary Family Services Society	\$150,000
<p>With a vision of "strong families and communities for generations", Calgary Family Services Society (CFSS) builds strength in Calgary's diverse population by providing family and individual support, community development, collaboration, counseling and homecare. Grant funding continues to support the work undertaken by the Alliance to End Violence in responding to victims of elder abuse in Calgary. Through CFSS, grant funding focuses on working with police in responding to elder abuse and assisting and supporting victims in navigating the justice system. Funding allows for a full time social worker position to partner with police officers assigned to the elder abuse response team. Focused training was developed and organized for direct service providers concerning the detection and assessment of abuse, as well as how to access legal and community services to disclose abuse and support the victim. Funding also supports a Community Development Coordinator, with a focus on ethno-cultural communities, to work on community development and awareness regarding elder abuse. The Coordinator is also working on a follow-up event to the "Pulling Back the Curtain" series workshops that examined different elder abuse models - to share knowledge and lessons from the development of an elder abuse protocol.</p>	

Catholic Social Services**\$100,000**

Catholic Social Services (CSS) is Canada's largest not-for-profit social services agency and provides over 100 social services ranging from foster care, corrections, children and youth, immigration, disabilities and elder abuse interventions. Grant funding supports the Elderly Abuse Resource Service (EARS) and the Elder Abuse Intervention Team (EAIT). The EARS program is an intake and information phone line in the community for elder abuse. The EAIT program is a multidisciplinary team made up of an Edmonton Police Service (EPS) officer, a nurse, a City of Edmonton Social Worker and a Senior Resource Worker from CSS that respond to cases of elder abuse dealt with by EPS. Rather than deliver victim services in a separate program with different staff, as done previously, a Senior Resource Worker now provides a continuum of services for older adults experiencing abuse. Individuals are more willing to access Victim Services tools and the criminal justice system with supports provided by one continuous staff member. As a result, all Senior Resource Workers receive Victim Services training. Due to increased demand, an additional Senior Resource Worker was hired.

Central Alberta Women's Outreach Society**\$131,118**

Central Alberta Women's Outreach Society's (CAWOS) mission is to "help women pursue a safer, healthier and more secure life for themselves and their families". CAWOS works in collaboration with a number of organizations in the Red Deer region to support the Domestic Violence Court Coordination Project to ensure domestic violence cases are dealt with in a timely, efficient and effective manner in the court system. Grant funds continue to support the project, including the Domestic Violence Support Case Worker and Domestic Violence Community Liaison Worker positions. These positions assist individuals who are considered low to moderate risk affected by family violence to have opportunities to receive support in a more timely fashion. These positions are designed to meet with and support victims of family violence who have yet to enter the judicial system.

Changing Together – A Centre for Immigrant Women Association**\$50,000**

Changing Together – A Centre for Immigrant Women was founded in 1984. It is a not for profit charitable organization operated by immigrant women for immigrant women. The centre began providing services to victims of human trafficking in 2004. The Alberta Coalition on Human Trafficking (ACT Alberta) works within Changing Together to create awareness, identify gaps in services, develop educational material and provide training to other stakeholders to streamline the delivery of services to human trafficking victims. Grant funding allows ACT Alberta to continue providing the lead on the Alberta Protocol on Human Trafficking and build capacity in Alberta communities to identify and respond to human trafficking victims. With Chapter Coordinator positions in Calgary, Red Deer, Edmonton, Grande Prairie and Fort McMurray, the grant also supports the development of future Chapter Coordinator positions in Brooks, Medicine Hat, and Lethbridge. An increased emphasis will be placed on raising awareness of labour and domestic sex trafficking, as well as working more closely with health professionals. ACT has adopted the Canadian Code for Volunteer Involvement as a tool for recruiting and recognizing volunteers. This funding is for a six month period in recognition of upcoming changes as ACT Alberta works toward separation from Changing Together and gaining independent society status.

Circle of Red Deer Seniors Society - Elder Abuse Awareness Network Conference 2011	\$12,000
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As a member of the Alberta Elder Abuse Awareness Network (AEAAN) the Circle of Red Deer Seniors Society, commonly known as the Golden Circle Senior Resource Centre was the fiscal agent for the 2011 Elder Abuse Conference. Formalized in 2003, (AEAAN) is a cross section of provincial government organizations and not-for-profits dedicated to the prevention of elder abuse by increasing community awareness, developing resources and promoting the well-being of older adults. Grant funding supported AEAAN's Elder Abuse Conference that took place from October 3 – 4, 2011. The conference helped provide training and networking opportunities for professionals who provide various types of prevention, intervention and support services to older adults. Topics included: protective factors, harm reduction strategies and other community supports; legal, criminal and non-criminal aspects of elder abuse; police protocols and victim rights; aging issues as they relate to elder abuse and protective factors that can reduce abuse; and ability to screen for abuse of older adults and to detect risk of abuse.

Diverse Voices – Family Violence Conference	\$25,000
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Diverse Voices has produced an annual family violence conference in Edmonton since 2000. The conference considers the impact of family violence across generations and cultures and has expanded from 200 delegates attending the first conference to 652 attendees in 2010. Conferences have included a diverse array of topics relating to family violence attracting participants at the working and management level from many disciplines across Canada. Past offerings have provided participants with learning opportunities and the chance to network with other service providers.

Lesser Slave Lake Indian Regional Council Victim Services	\$130,000
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Lesser Slave Lake Indian Regional Council was established to improve the economic and social conditions of the First Nations people in Lesser Slave Lake district. Victim Services is one component. The Lesser Slave Lake Indian Regional Council Victim Services Unit provides victim assistance services to five diverse First Nation communities located on the shores of Lesser Slave Lake including: Driftpile, Kappawe'no, Sawridge, Sucker Creek and Swan River. They also work in partnership with the Lakeshore Regional Police. The grant funds allow the Lesser Slave Lake Indian Regional Council to continue to provide victim services in a manner sensitive to Aboriginal culture, spirituality, religious customs and languages.

Multicultural Women & Seniors Services Association**\$92,500**

The Multicultural Women & Seniors Services Association of Edmonton (MWSSA) is a not for profit organization that works towards the successful integration and participation of newcomers to Canada by providing settlement services, information sessions, referrals to other service providers, language and computer classes, family supports, interpretation and translation services, health advice, home and hospital visits, and seniors and women's programs. Funding helps support the "Responding to Victims in the South Asian Community project", and provide culturally linguistically appropriate services to address family violence issues within the South Asian community, as well as the provision of information about the criminal justice system to victims.

Northeast Regional Victim Services Conference**\$7,775**

Northeast Regional Victim Services promotes professional development and regional cooperation for Victim Service Units in northeastern Alberta. The 2010 Conference facilitated training for volunteers and encouraged local networking, offering a variety of informational sessions. Wellness and self-care was also discussed. The Conference was held on October 1 – 3, 2010 at the C2 Centennial Centre in Bonnyville.

Northwest Regional Conference**\$6,500**

The Northwest Regional Conference addresses challenges unique to the region, as well as provides accessible training, networking and development for Board Members, Coordinators, Advocates and Police Liaison members. The 2010 Conference was held September 24th to 26th in Grande Prairie. The goal is to host the Northwest Regional Conference every second year, alternating years with the Provincial Conference.

Centre to End All Sexual Exploitation (CEASE)⁹	\$75,000
<p>The Centre to End All Sexual Exploitation (CEASE) is a multi-stakeholder response to sexual exploitation and street prostitution in Edmonton. CEASE facilitates the Prostitution Offender Program and disburses fees paid by offenders to help address harm resulting from their activities. It also facilitates the Creating Options Aimed at Reducing Sexual Exploitation (COARSE) court diversion program for sexually exploited persons charged with prostitution-related offences. Grant funding is for the proposed STAR (Support-Transition-Action-Recovery) Project, a result of CEASE's Project Hope pilot project. Similar to Project Hope, STAR will provide coordinated assistance, including peer support from trained peers (women who have experienced sexual exploitation), to sexually exploited persons who are victims of crime. STAR aims to increase the number of sexually exploited women who report to police when they are victims of crime, and provide victim advocacy services and support throughout the criminal justice process. A full time Victim Services Coordinator will provide advocacy services for victims and support them through the reporting process, court process and other related needs. A part time Victim Services Support Worker will assist with the Coordinator's duties, including victim services, the coordination and training of peers, and networking with community stakeholders. Peers who provide support will be paid an honorarium for their assistance.</p>	

Siksika Crisis Response Team	\$75,000
<p>The Siksika Crisis Response Team (SCRT) was formed in 1997 in response to an increased number of suicides in the Siksika Nation. From 1997 to present, the SCRT has expanded its services to respond to all crisis matters in the community including domestic incidents and victims of crime. Services are provided through a twenty-four hour emergency telephone line and an on-call basis. As there are more than 14 communities within Siksika Nation - many residents are spread out and land is populated sporadically - grant funding assists the SCRT with transportation related issues, with funds going towards a vehicle lease. The grant also helps fund a Program Assistant position.</p>	

Southern Alberta Regional Conference Committee	\$8,000
<p>Since 1997, police-based victim service units from southern Alberta have organized an annual conference for volunteer Advocates, Board Members, Coordinators and Police Liaisons. The conference provides an informal setting for southern Alberta members to network, share information and learn more about relevant issues facing victims. The conference was held at the Banff Centre over one and a half days on October 30 - 31, 2010.</p>	

⁹ Formally Prostitution Awareness and Action Foundation of Edmonton (PAAFE)

Strathcona Shelter Society Ltd. (A Safe Place)	\$50,000
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The Strathcona Shelter Society provides accommodation for women and children fleeing domestic violence. The shelter provides accommodation for up to twenty-one days, including food, clothing, crisis counseling, child care and emergency transportation. The shelter also provides programming to increase awareness about the dynamics of abuse, impacts of child abuse, safety planning, and orientation to additional community resources. The grant supports the shelter's Victim Advocate Program, which provides information, referrals and court accompaniment to victims fleeing domestic violence. In addition, this position is specialized in its ability to function as a support for victims of human trafficking. The shelter is funded to provide bed space for these victims.

Victims of Homicide of Edmonton Support Society	\$18,000
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The Victims of Homicide Support Society of Edmonton (VOH) provides support to members who have lost a loved one to homicide. The organization offers a number of services including monthly support meetings, library services, information for victims of crime and court accompaniment. VOH also organizes guest speakers to present on topics that are unique to the needs of survivors of homicide. Grant funding supports the continuation of the program and the development of future educational opportunities for members.

Sub Total (One- Year Approved Grants): **\$1,370,893**

Multi-Year Grants *Approved* in 2010-2011

ASSIST Community Services Centre	\$120,000
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ASSIST Community Services Centre was established to address the needs of the immigrant population in Edmonton. In 1999 ASSIST established the "Responding to Victims of Family Violence in the Chinese Community Program" in partnership with the Edmonton John Howard Society Family Violence Prevention Centre. This program provides outreach services to Chinese/Asian victims of family violence and assists these victims through the court process. It also delivers education on family violence and the criminal court system within the Chinese community, as well as helping community agencies provide effective assistance to victims of family violence in ethno-cultural communities. To respond to increasing demand for services, grant funding will be used to continue to support staff positions and program costs. Advocacy and partnership development with stakeholders is a future focus of the program. Discussions have been initiated with Edmonton Police Service (EPS) to explore how their VSU and this program can better work together to assist Chinese victims of family violence.

Calgary Communities Against Sexual Abuse (CCASA)	\$150,000
<p>Calgary Communities Against Sexual Violence (CCASA) is the primary sexual assault and sexual abuse crisis, counseling and education service provider for Calgary and surrounding areas. The organization runs five programs aimed at building community awareness of sexual assault/abuse and reducing the related trauma. They are: Counseling, Volunteer, Police and Court Support, Outreach and Education. Funding helps support the Police and Court Education and Support Program (PACES). PACES supports survivors as they navigate through the justice system, advocates for survivors within the system and affects change at the policy level to help decrease re-traumatization that can occur within the system. The program has experienced an increasing trend in the number of people accessing its services. As a result, PACES is adding an additional half time Intake/Support position in 2010, bringing the complement of staff positions for the program to two full time equivalents. CCASA also plans to increase the number of presentations delivered regarding the PACES and victims of sexual assault and abuse, specifically to rural victim services unit. CCASA is also working on the development of an overall community engagement/volunteer program, including a PACES volunteer program. A redefined core training program of 20 hours has been developed in this regard.</p>	

Calgary Legal Guidance Society	\$105,000
<p>Calgary Legal Guidance (CLG) offers programs to people who have low or no income and cannot afford a lawyer. Originally called the Court Preparation and Restraining Order Program, the Domestic Violence Legal Intervention (DVLI) program consists of three services: Court Preparation, Restraining Orders and Emergency Protection Orders (EPO). Grant funding helps support the Court Preparation service, which is a partnership between CLG and Calgary Police Service Victim Assistance Unit. A lawyer and a court preparation advocate work together as a team to provide a one-stop-shop of victims needs including legal information, court information, emotional support, safety planning and no-cost restraining orders. With increasing demand for services, grant funding also supports an additional full time domestic violence lawyer. This lawyer will split their time between EPO services and court preparation services, mostly providing legal advice over the phone. EPO's are referred to Legal Aid's Duty Counsel and once granted, the DVLI lawyer and court preparation advocate attend the follow up review at Court of Queens Bench to obtain either a restraining order or a protection order. In addition to raising community awareness, the program also provides training to community stakeholders in Calgary and surrounding area. CLG is discussing providing additional training involving multiple centres for outlying areas in order to reach out to RCMP-based Victim Services Units.</p>	

Central Alberta Women's Emergency Shelter Society	\$120,080
<p>Central Alberta Women's Emergency Shelter (CAWES) provides a safe refuge, counselling, support and outreach to women and children fleeing domestic violence. CAWES is a partner in the Domestic Violence Court Case Coordination Project, in collaboration with the Crown Prosecutor's office, RCMP, Red Deer Victim Services, Central Alberta Child and Family Services Authority, Community Corrections, the Crisis Centre, Jim Freeman Psychotherapy and Central Alberta Women's Outreach. The project works within Domestic Violence Docket Court in Red Deer to ensure domestic violence cases are dealt with in a timely, efficient and effective manner. It helps ensure that victims have a voice with the Crown and receive safety planning, education, awareness and emotional support while navigating through their situation and the court process. The grant will help support the project, including the Court Case Coordinator and Court Case Worker positions; office space in a location appropriate for interviewing victims in a safe, secure and relaxed environment; and a portion of an organization outcome measure/data tracking database system.</p>	

Family Law Office	\$150,000
<p>The Family Law Office (FLO) is a permanent program of the Legal Aid Society of Alberta. FLO provides legal advice and representation at all levels of court to clients with family law issues who qualify for Legal Aid. The office deals mostly with child protection matters, divorce, parenting and contact, child support, spousal support, property and family violence issues. FLO's services include the Edmonton Protection Order Program (EPOP). EPOP provides comprehensive legal services at no cost to victims of family violence who require Emergency Protection Orders and offers a single entry point for claimants, agencies and police to access the civil court system.</p>	

HomeFront Society for the Prevention of Domestic Violence	\$150,000
<p>HomeFront is a coordinated justice-community response that addresses the issue of domestic violence within the Calgary municipal area. HomeFront utilizes partnerships within the law enforcement/criminal justice systems and numerous community agencies to provide a continuum of services to families in Calgary impacted by domestic violence. HomeFront provides services through three programs: Early Intervention and Outreach, the Specialized Domestic Violence Court Program, and the Partner Support Program. Grant funding supports the work of the latter two programs which have gained considerable momentum since mid-2008. The Specialized Domestic Violence Court Case Work Program ensures that critical information about a case is available to the domestic violence court, promoting more effective sentencing and reduced recidivism by offenders. The program also ensures the victim's wishes and needs are heard by the court. The Partner Support Program provides information and support to victims during the period of their abuser's community supervision. The victim is able to assess the level of danger they may face, allowing them to develop strategies to increase their personal safety.</p>	

Project KARE, RCMP Veterans Association of Edmonton	\$87,000
<p>Project KARE investigates the death and disappearance of people with high risk life-styles in Alberta. The program also works with this segment of the population to minimize the risk of homicide. The goal of Project KARE is to ensure that support and timely information is shared with victims' loved ones. This includes supporting them through the court process. Funding will also help Project KARE make presentations to other victim service agencies in Alberta regarding project services, as well as providing awareness about how to support families who have experienced a homicide or who may have a member involved in a high risk lifestyle.</p>	

Sub Total (Multi-Year Approved Grants): **\$882,080**

Total Grants *approved* for Community-Based Programs in 2010-2011: **\$2,252,973**

Multi-Year Grants *Paid* in 2010-2011

Alberta Police-Based Victim Services Association (APBVSA)	\$85,000
<p>The Alberta Police Based Victim Services Association (APBVSA) is a non-profit organization representing all police-based victim services programs throughout the province of Alberta. It promotes leadership, education, professional development and mentorship within and between all members of the Association. Grant funding helps the Association provide increased support to membership programs through a broad range of activities. The staff position funded through the Victims of Crime Fund has changed from an Education Coordinator to a Membership Administrator, providing direct support to program managers and membership programs, facilitating APBVSA training and ensuring that all obligations are met in a timely and effective manner. Further enhancements to the support offered by the APBVSA include, amongst others, on-site visits to programs to promote operational best practices; providing a selection of materials for awareness, volunteer recruitment and community support; maintaining and enhancing the website and upgrading and improving training events offered by the APBVSA. The Association is also working to develop a marketing strategy and promotion campaign to raise the profile of local victim services programs.</p>	

Canadian Society for the Investigation of Child Abuse (CSICA)	\$150,000
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The Canadian Society for the Investigation of Child Abuse (CSICA) was formed in 1985 in response to a growing need for a coordinated, professional approach to child abuse investigations in the Calgary area. Since its inception, CSICA has provided a court preparation program to more than one thousand victims and witnesses of child abuse. The program ensures that parents/caregivers receive information about the court process, and learn how to support their child through this process. Children have the opportunity to address concerns through role play and a tour of the courtroom. CSICA has also developed a web-based program that allows Victim Services Units in rural locations to receive training at a distance, and deliver a sophisticated court preparation agenda to victims of child abuse in their communities. The web-based program also offers an interactive website for children and teens to help them prepare for the court process. CSICA will continue working on these websites, as well as developing future portals for parents and facilitators.

Changing Together – A Centre For Immigrant Women Association	\$22,500
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Changing Together – A Centre for Immigrant Women was founded in 1984. It is a not for profit charitable organization operated by immigrant women for immigrant women. The centre began providing services to victims of human trafficking in 2004. The Alberta Coalition on Human Trafficking (ACT Alberta) works within Changing Together to create awareness, identify gaps in services, develop educational material and provide training to other stakeholders to streamline the delivery of services to human trafficking victims. Grant funding allows ACT Alberta to continue providing the lead on the Alberta Protocol on Human Trafficking and build capacity in Alberta communities to identify and respond to human trafficking victims. With Chapter Coordinator positions in Calgary, Red Deer, Edmonton, Grande Prairie and Fort McMurray, the grant also supports the development of future Chapter Coordinator positions in Brooks, Medicine Hat, and Lethbridge. An increased emphasis will be placed on raising awareness of labour and domestic sex trafficking, as well as working more closely with health professionals. ACT has adopted the Canadian Code for Volunteer Involvement as a tool for recruiting and recognizing volunteers. This funding is for a six month period in recognition of upcoming changes as ACT Alberta works toward separation from Changing Together and gaining independent society status.

Community Initiatives Against Family Violence	\$75,000
<p>Community Initiatives Against Family Violence (CIAFV) was established in 1999 after the Mayor's Task Force on Safer Cities invited community and government service providers to come together and discuss family violence issues in Edmonton. CIAFV is made up of representatives from community based social agencies and government. Their goal is to reduce incidents of family violence and bullying through a coordinated, collaborative approach. Key activities include: linking protocols between organizations addressing family violence and bullying, developing protocols in the health and employment sectors and developing task/time specific project teams; one of which is currently focused on addressing issues of family violence in ethno-cultural communities. CIAFV continues to provide on-going domestic violence training to stakeholders and protocol development for agencies that may provide services to victims of family violence without specializing in approaches to family violence (e.g. food banks). These services help fill the gaps across organizations addressing family violence and bullying issues in the Edmonton area. Grant funds will allow CIAFV to continue working on the creation and implementation of internal agency protocols, linking protocols between agencies, training in family violence, sharing best practices as well as evaluations and gap identification for over 40 agencies (projected).</p>	

Crisis Centre	\$71,660
<p>The Crisis Centre provides victims of sexual assault, and their families, with immediate in-office crisis support, including accompaniment to the RCMP (to file a report), and to the hospital. They also provide the victim with court preparation and accompaniment. The Centre also assists victims with filling out Financial Benefits applications and Request for Restitution forms. Further, the Centre provides training in sexual assault crisis intervention to rural police based victim services workers. The goal of the Crisis Centre is to provide a continuum of services to support individuals who have been sexually assaulted.</p>	

Edmonton John Howard Society	\$105,000 + \$45,000 ¹⁰
<p>The Edmonton John Howard Society (EJHS) is a not for profit organization that has served the Edmonton community for over 50 years. EJHS envisions 'safety and harmony in the community' which they work towards through their programs and services to prevent crime and to help people affected by crime. In these efforts they utilize a structural based approach to crime prevention. EJHS provides a number of programs and services including a Victims' Assistance Program (VAP). VAP was established in 1993 to provide information and support to victims and witnesses of crime. The mandate of VAP is to assist and support victims of family violence going through the criminal court process by providing information such as court updates and bail hearing updates/release conditions, helping with court preparation, accompanying victims to court, providing emotional support, making community referrals, and ongoing risk assessment and safety planning. VAP works in partnership with the Crown Prosecutors' office as part of Edmonton's specialized domestic violence courts.</p>	

¹⁰ This was a grant increase requested during a different granting cycle than the original application.

HomeFront Society for the Prevention of Domestic Violence	\$150,000
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HomeFront is a coordinated justice-community response that addresses the issue of domestic violence within the Calgary municipal area. HomeFront utilizes partnerships within the law enforcement/criminal justice systems and numerous community agencies to provide a continuum of services to families in Calgary impacted by domestic violence. HomeFront provides services through three programs: Early Intervention and Outreach, the Specialized Domestic Violence Court Program, and the Partner Support Program. Grant funding will support the work of the latter two programs which have gained considerable momentum since mid-2008. The Specialized Domestic Violence Court Case Work Program ensures that critical information about a case is available to the domestic violence court, promoting more effective sentencing and reduced recidivism by offenders. The program also ensures the victim's wishes and needs are heard by the court. The Partner Support Program provides information and support to victims during the period of their abuser's community supervision. The victim is able to assess the level of danger they may face, allowing them to develop strategies to increase their personal safety.

Lesser Slave Lake Indian Regional Council Victim Services	\$130,000
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Lesser Slave Lake Indian Regional Council was established to improve the economic and social conditions of the First Nations people in Lesser Slave Lake district. Victim Services is one component. The Lesser Slave Lake Indian Regional Council Victim Services Unit provides victim assistance services to five diverse First Nation communities located on the shores of Lesser Slave Lake including: Driftpile, Kappawe'no, Sawridge, Sucker Creek and Swan River. They also work in partnership with the Lakeshore Regional Police. The grant funds allow the Lesser Slave Lake Indian Regional Council to continue to provide victim services in a manner sensitive to Aboriginal culture, spirituality, religious customs and languages.

Lloydminster Sexual Assault & Information Centre	\$40,000
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The Lloydminster Sexual Assault & Information Centre (LSAIC) provides a number of services to survivors of sexual assault / abuse and their families including: counselling, crisis intervention, outreach services, public education and training, and a police and court support program. LSAIC has outlined a three-year plan to further develop these services as well as enhance and expand their service delivery through increased volunteer services.

Providing Assistance, Counselling & Education (P.A.C.E.)	\$49,159
<p>Providing Assistance, Counseling and Education (PACE) is located in Grande Prairie. PACE is a comprehensive service provider for those in crisis but focus their services to individuals dealing with sexual assault/abuse in northwestern Alberta. PACE provides standardized crisis intervention training programs to community members, front line workers and volunteers. Among other services, PACE provides therapy for child and adult survivors of sexual abuse; family counselling for youth at risk and their families; a twenty-four hour sexual assault help line; suicide prevention programs and a Sexual Assault Court Program, which includes court orientation, support, and accompaniment. Funding will support the Sexual Assault Court Support program at PACE.</p>	

Sexual Assault Centre of Edmonton (SACE)	\$150,000
<p>The Sexual Assault Centre of Edmonton (SACE) began as a community initiative in 1975 to empower individuals and communities affected by sexual assault to take action against sexual violence. In 2003, SACE implemented the Diversity Outreach and Intake/Court Support Program. This Program is the result of a 6-year study that emphasizes the need to strengthen relationships with diverse communities in Edmonton including: First Nations, persons with disabilities as well as gay, lesbian, bi-sexual and trans-gendered individuals. SACE works with these communities to provide language interpretation skills, cultural navigation and relationship building.</p>	

SAFFRON: Strathcona Sexual Assault Centre Ltd.	\$70,000
<p>SAFFRON was established in 2000 to promote awareness about sexual violence within the community and provide supports to victims and survivors through referrals to programs and services. It also provides victims and survivors with information about the Criminal Justice System through the Seeds of Healing Program. Grant funding assists in supporting the Seeds of Healing Program.</p>	

Tsuu T'ina Nation Band – Stoney Corrections Society	\$119,274
<p>The Tsuu T'ina Nation Band provides victim services with an Aboriginal focus. The Band serves three Aboriginal communities: Morley Reserve, Eden Valley Reserve and Tsuu T'ina Reserve. Referrals are received from a variety of sources, including: police services, other Victim Services Units, community agencies and court workers. In addition to helping victims, funding assists the Tsuu T'ina Nation Band to increase the number of active volunteer advocates serving these communities.</p>	

Zebra Child Protection Centre Society	\$150,000
<p>The Zebra Centre is located in Edmonton, and is based on a multidisciplinary model of care for children who have experienced physical and sexual abuse. The organization's mandate includes children who are either victims or witnesses of domestic violence or sexual assault. Zebra's Child Advocacy Program is staffed by highly skilled volunteer advocates who maintain continuity with victims and non offending caregivers throughout their involvement with the criminal justice process. Further, Zebra provides child abuse victims and their families with long term follow up and support. Advocates also conduct support assessments to determine the appropriate level of assistance required in the case. The organization has recently been involved in interviewing and supporting child witnesses in homicide cases, RCMP child abuse cases, and child internet exploitation cases and has supported victims throughout Alberta as a result.</p>	

PROGRAM ACTIVITY

Information on the 2010-2011 activities of victim services programs was collected using the Quarterly Statistical Report Form. The form collects information on the number of new cases, the number of persons assisted, and the type of assistance provided.

The Quarterly Statistical Report Form categorizes assistance provided as either:

- Criminal Code – Violent (e.g. homicide, violent sex offenses, serious assaults, domestic violence, etc.)
- Criminal Code – Non-Violent (e.g. forgery, fraud, theft etc.)
- Offence Non-criminal (offences that do not fall within the Criminal Code of Canada, i.e., Provincial Statute Offences)
- Assistance – No offence (e.g. non-criminal sudden death, notifying next-of-kin, motor vehicle collisions, suicide, etc.)

The Quarterly Statistical Report Form includes:

- the number of Victim Impact Statements distributed to victims of crime
- the number of Victim Impact Statement Notification Forms that have been completed and forwarded to the Court and Crown prosecutor
- the number of requests for restitution completed and forwarded to Crown prosecutor offices
- the number of Victim of Crime Protocol documents distributed to victims
- volunteer statistics including the number of advocates, the hours volunteered, the type of activities performed and staffing levels

The Quarterly Report Form also collects statistics on victim referrals to victim services units, whether from police or other sources.

New Reporting Requirements for 2010-2011:

As of April 1, 2010, SGPS began requiring all VOF community-based victim serving organizations that provide direct services to victims of crime in Alberta, to begin submitting quarterly statistical reports. Previously, all community-based organizations were required only to provide quarterly progress reports that outlined the activities of the organization in much broader terms. This was the norm as many funded community-based agencies provide indirect services to victims. Quarterly statistics reports have always been required and provided by police-based victim service units, as their core business is to deliver direct service to victims. These quarterly statistical reports detail the number of files and victims served, type of file and service provided, and activities of paid staff and volunteers. Now, all organizations that provide direct service to victims are providing quarterly statistics in the same format as prescribed for police-based victim service units. As a result of the new reporting requirements for community-based organizations some the numbers of reported cases are higher compared with previous years' reports.

New Cases

In 2010-2011, victim services programs reported 49,735 new cases; an increase of four percent compared to 47,976 new cases reported in 2009-2010. New cases refer only to files opened during the reporting quarter. A case may involve multiple victims and family members or friends affected by a criminal incident.

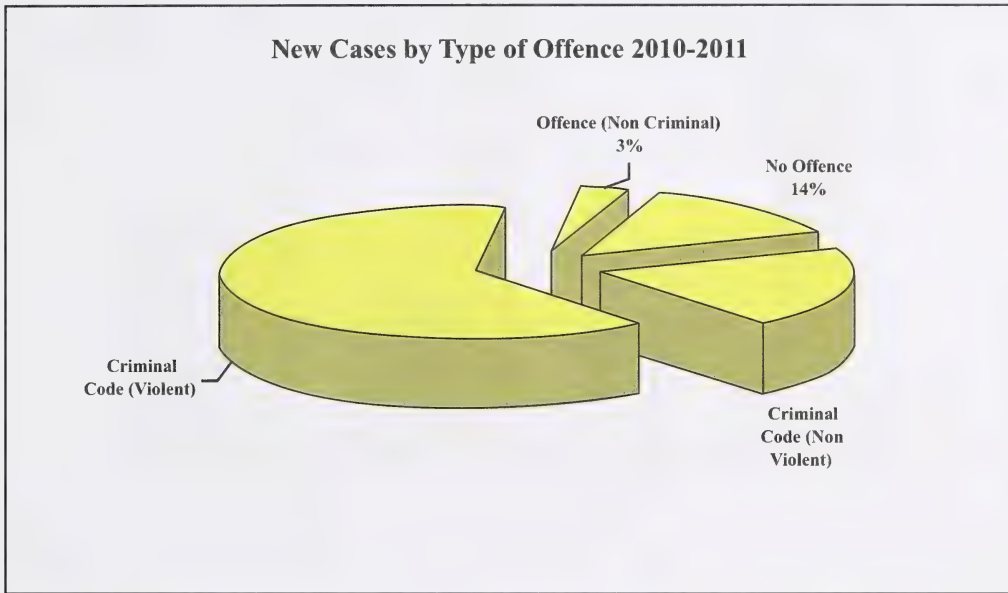


Figure 6

Of the 49,735 new cases reported in 2010-2011, approximately 63 percent involved assisting victims of violent criminal code offences (**Figure 6**), while 20 percent assisted victims of non-violent criminal code offences.

Assisting victims of violent criminal code offences increased by one percent and assisting victims of non violent criminal code offences remained unchanged between 2009-2010 and 2010-2011.

Persons Assisted

Programs reported providing assistance to 67,114 people in 2010-2011, a decrease of approximately 2 percent compared to 2009-2010. Of persons assisted during this period, 56,403 (84 percent) were adults and 10,711(16 percent) were under the age of 18.

From 2009-2010 to 2010-2011, there was an 8 percent decrease in the number of people assisted who were victims of a violent criminal code offence. This decrease correlates directly to the number of adults who received assistance which decreased by 3,063 people in 2010-2011.

From 2009-2010 to 2010-2011, the number of people who received assistance for non-violent criminal code offence increased by 2 percent, while the number of cases that involved no offence increased by eleven percent and non-criminal offences increased by ten percent (**Figure 7**). This increase may be a direct result of the new reporting requirements for 2010-2011 discussed above.

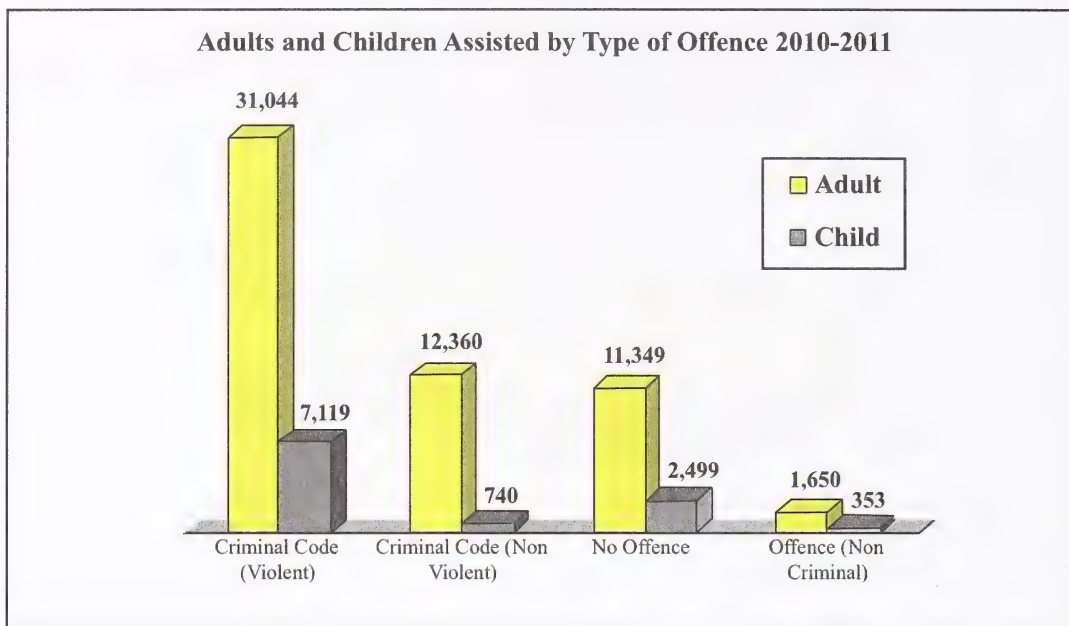


Figure 7

Types of Assistance

The most frequently reported type of assistance in 2010-2011 was ‘intervention’ for 125,860 new and on-going cases, an increase of 67 percent compared to the previous year (**Figure 8**). This increase may be a result of the new reporting requirements for 2010-2011.

The second most frequently reported type of assistance is ‘providing information’, including crisis response, notification of next of kin, or practical assistance at a crime scene. This type of assistance was provided for 87,466 cases. This also marked an increase of 28 percent compared to 2009-2010, due to reporting changes.

‘Referrals’ and ‘Courtroom Support’ both decreased in 2010-2011. Referrals decreased by 1,518 for new and on-going cases, and Courtroom Support decreased by 219 cases. These decreases occurred even with the reporting changes and may reflect priority changes within organizations or from clients.

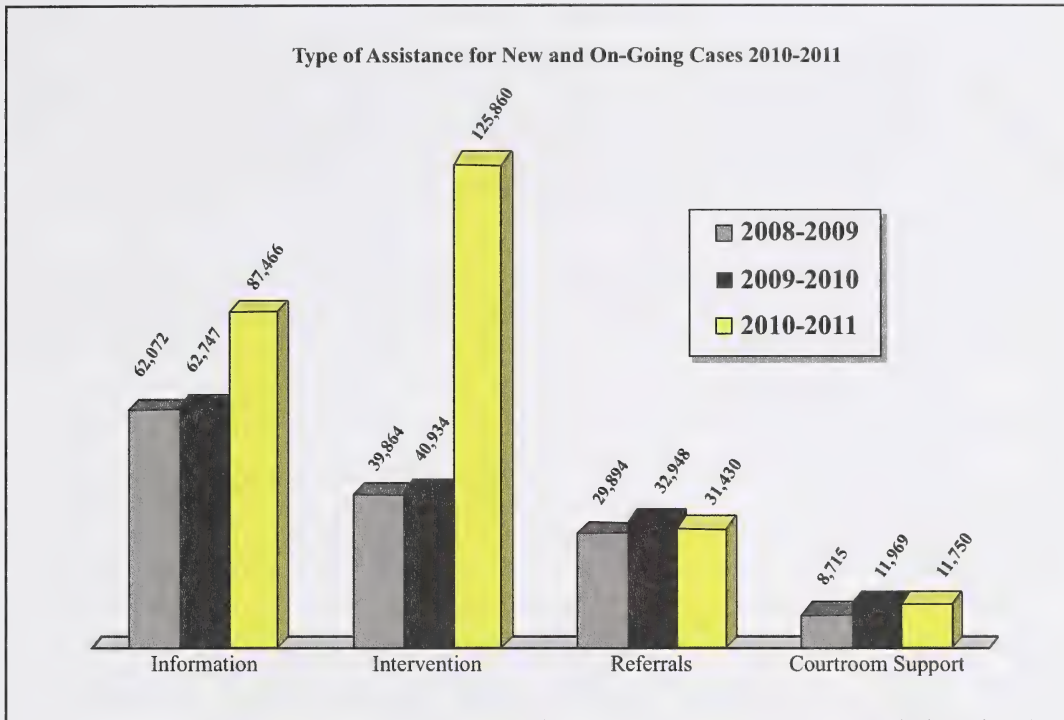


Figure 8

VOLUNTEERS

Volunteers donate their time in differing capacities to either police-based victim services programs or community-based organizations. Volunteers include Board members as well as advocates, coordinators, support workers who help victims and special purpose volunteers. They consistently conduct their volunteer duties with professionalism, integrity, care and compassion. Without these committed members of the community, assistance and services for victims of crime in Alberta could not exist.

The total number of volunteers decreased from 1,858 in 2009-2010 to approximately 1,650 in 2010-2011. The total number of hours volunteers contributed to victim services decreased from 177,118 hours in 2009-2010 to 163,399 hours in 2010-2011. This indicates a continuing downward trend in the number of volunteers, and the number of hours dedicated to victims programs in the past few years (**Figure 9**).

It is important to note that the downward trend in volunteering is not restricted to victim services in Alberta. The Alberta Office of Statistics and Information reports an approximate decrease of 9 percent in volunteers across all sectors in Alberta between 2008 and 2011. Given the importance of volunteers in providing assistance and services for victims of crime in Alberta, it is imperative to examine the continuing downtrend in volunteer numbers and hours.

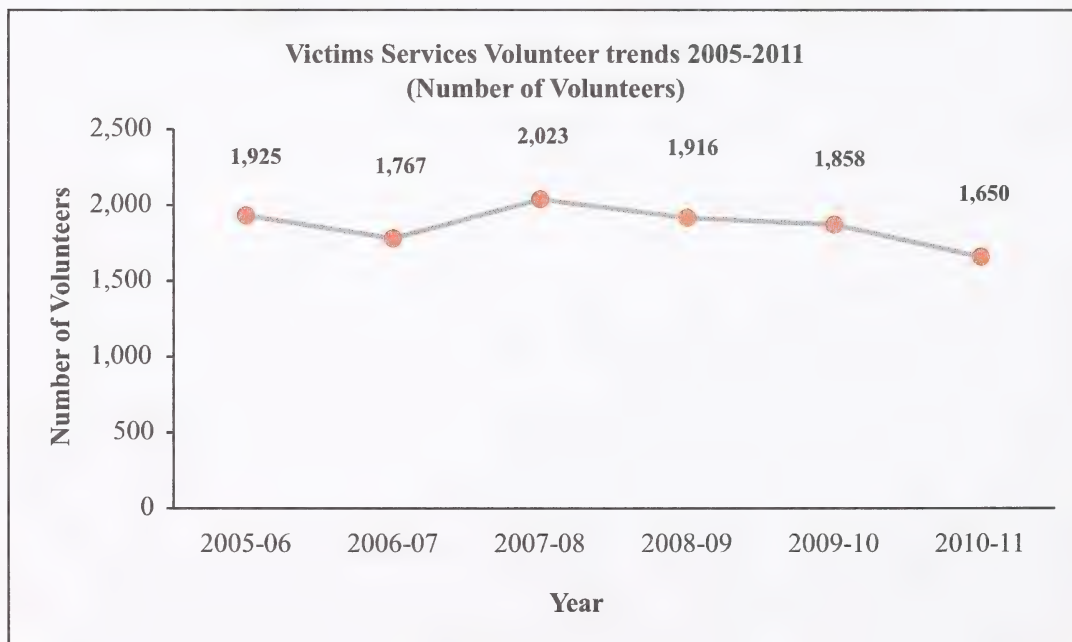


Figure 9

Volunteer Hours

Forty one percent of volunteer hours were spent providing general assistance (information, intervention and referrals) to victims of crime. Twenty-two percent of volunteer hours were dedicated to volunteer training, followed by other duties (e.g. travel / meetings) at approximately 13 percent. Remaining volunteer hours were spent on administrative duties (8 percent), fundraising (6 percent), court room support (7 percent), and raising community awareness (3 percent) (Figure 10).

Most of these categories have remained relatively unchanged from 2009-2010, with the exception in the amount of volunteer time spent providing 'general assistance' which has generally declined over the past three years (with a slight increase from 39 to 41 percent in 2010-2011).

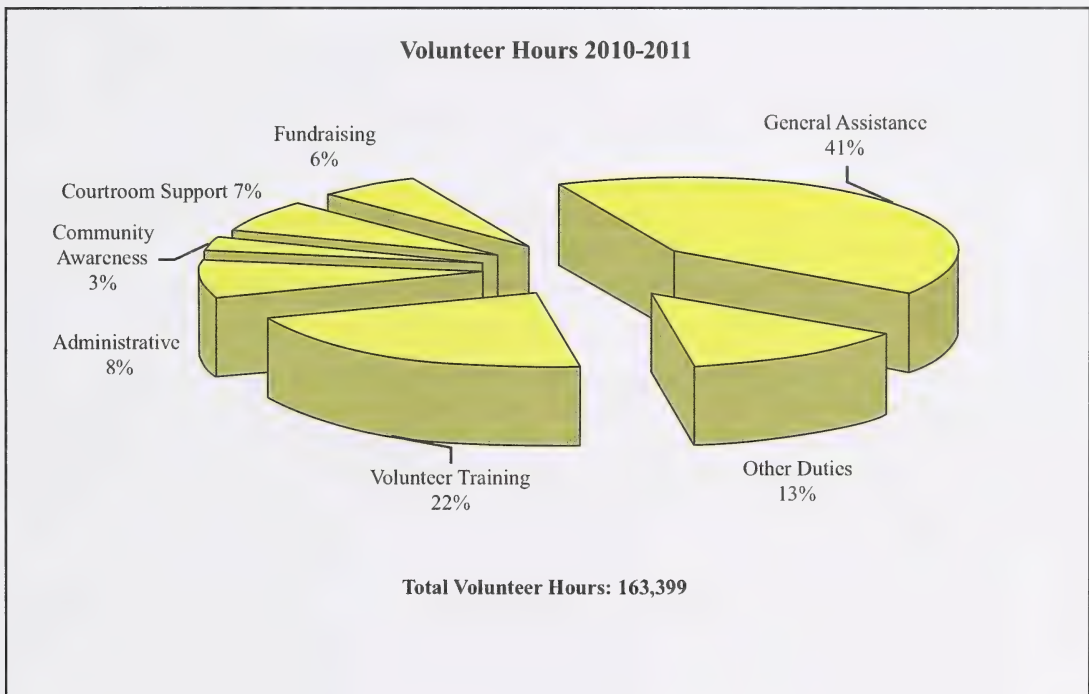


Figure 10

VICTIM SERVICES INITIATIVES

In addition to the activities performed by police-based and community victim assistance organizations, several initiatives have been implemented by the department to enhance support for victims of crime as they navigate the criminal justice system. A number of these programs and projects were achieved in partnership with our stakeholders, including victim assistance organizations, law enforcement, Alberta Justice and Attorney General and the Alberta Police-Based Victim Services Association.

Victims of Crime Protocol: What Victims Can Expect from the Criminal Justice System



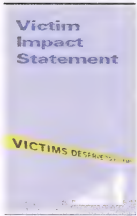
The Victims of Crime Protocol: What Victims Can Expect from the Criminal Justice System is a reference manual for victims of crime. The *Protocol* assists victims by outlining what role each component within the criminal justice system plays from the time a crime is reported through to the police investigation and court proceedings. Information on provincial and federal corrections and the National Parole Board is also included. In addition, the *Protocol* explains what is expected of victims when dealing with the criminal justice system.

The *Protocol* was developed in response to a recommendation from the *Report of the Alberta Victims of Crime Consultation* which included input from victims of crime, police services, victim service programs, Crown Prosecutors, court services, community agencies, the judiciary, sheriffs, the Office of the Medical Examiner, military police, Correctional Service of Canada and the National Parole Board.

The *Victims of Crime Protocol* reflects the strong commitment of the Government of Alberta to treat victims of crime with courtesy, compassion and respect; to protect their safety and privacy; and to provide timely and useful information to victims while they are in contact with the criminal justice system. The *Protocol* was a first of its kind in Canada and has attracted national and international interest. Over 13,471 copies of the *Protocol* were distributed to programs in 2010-2011.

An audio version of the *Protocol* is also available to better meet the needs of Albertans with visual impairments and/or low literacy. Copies are available to Victim Service Units by request.

Victim Impact Statement Program



The Victim Impact Statement Program is a voluntary program that provides victims in Alberta with an opportunity to have input into sentencing by describing in writing, to the Court, how they have been affected by the crime.

Police are required to notify all victims of crime about the victim impact statement and provide information on where the Victim Impact Statement Form and information to complete it can be obtained.

Prior to sentencing, the Court is required to inquire if the victim has been advised of their opportunity to prepare a statement and may adjourn proceedings to permit the victim time to prepare a statement. Victims have the option of reading their statement aloud in court.

Victim Service programs track the number of Victim Impact Statement packages they distributed to victims, and the number of Victim Impact Statement Notification Forms forwarded to the Clerk of the Court and the Crown prosecutor's office.

In fiscal year 2010-2011, victim service programs reported the distribution of 15,410 Victim Impact Statement packages to victims of crime in Alberta (**Figure 11**). Victim service programs completed 4,302 Victim Impact Statement Notification Forms and forwarded them to the Clerk of the Court and Crown prosecutor's offices, after charges had been laid.

Victim Impact Statement packages were most often distributed by victim services programs in relation to assault (4,361), followed by domestic assault (4,007), and sexual assault (1,105).

The least number of Victim Impact Statement Packages were distributed in cases of abductions (42), non-criminal offences (58), and attempted homicide (69) (**Figure 11**).

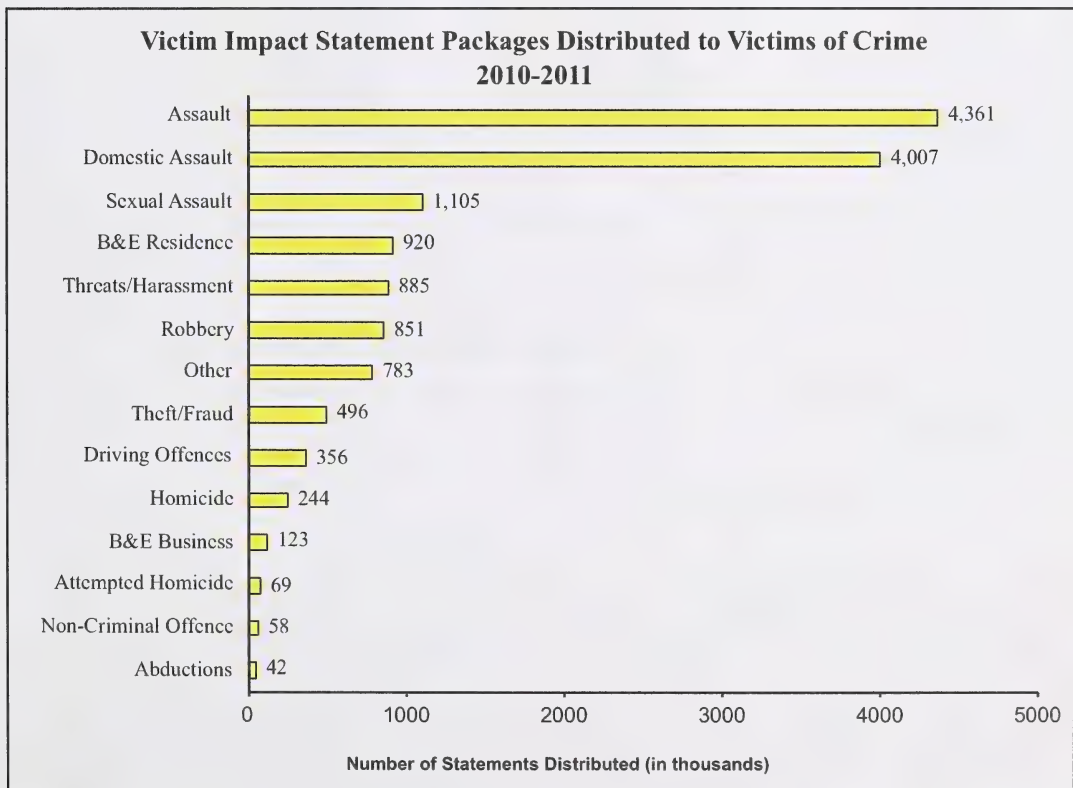


Figure 11

The three categories of offences that saw the most Victim Impact Statement Notification Forms forwarded to the Crown were domestic assault (1,132), assault (992), and sexual assault (523). The least number of these were in cases of abductions (12), non-criminal offences (12) and break and enter of businesses (29) (**Figure 12**).

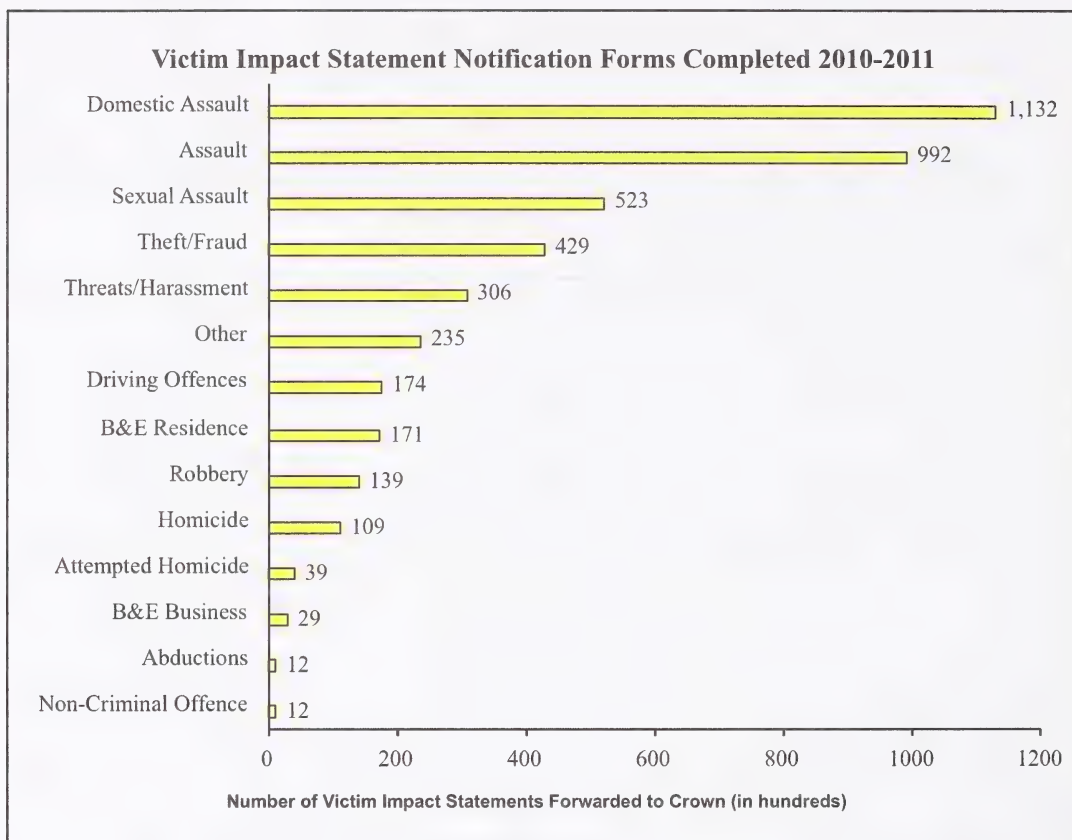


Figure 12

Requesting Restitution Program

The Requesting Restitution Program provides victims of crime who have suffered a financial loss with information about how they can request that the offender pay restitution. A victim may complete a Request for Restitution Form provided by the investigating police officer or a victim services worker. Once the form is completed, the victim returns it to police for forwarding to the Crown prosecutor. Upon review, the Crown prosecutor may make the application for restitution to the Court or the Court may order restitution on its own without a request.

Restitution may be ordered for: damage, destruction and loss of property, psychological and/or bodily harm, expenses incurred in moving out of an offender's residence in spousal abuse cases, for losses incurred by unknowingly purchasing or lending money on stolen property.

Restitution
for Victims
of Crime

VICTIMS DESERVE TO BE HEARD

VICTIMS DESERVE TO BE HEARD

In 2010-2011 1,726 Requests for Restitution were completed and returned to police. Of the requests for restitution completed, 1,478 were forwarded to the Crown after charges were laid. The majority of Requests for Restitution forwarded to the Crown concerned non-violent crime. The next largest category was violent crime followed by other crimes (**Figure 13**).

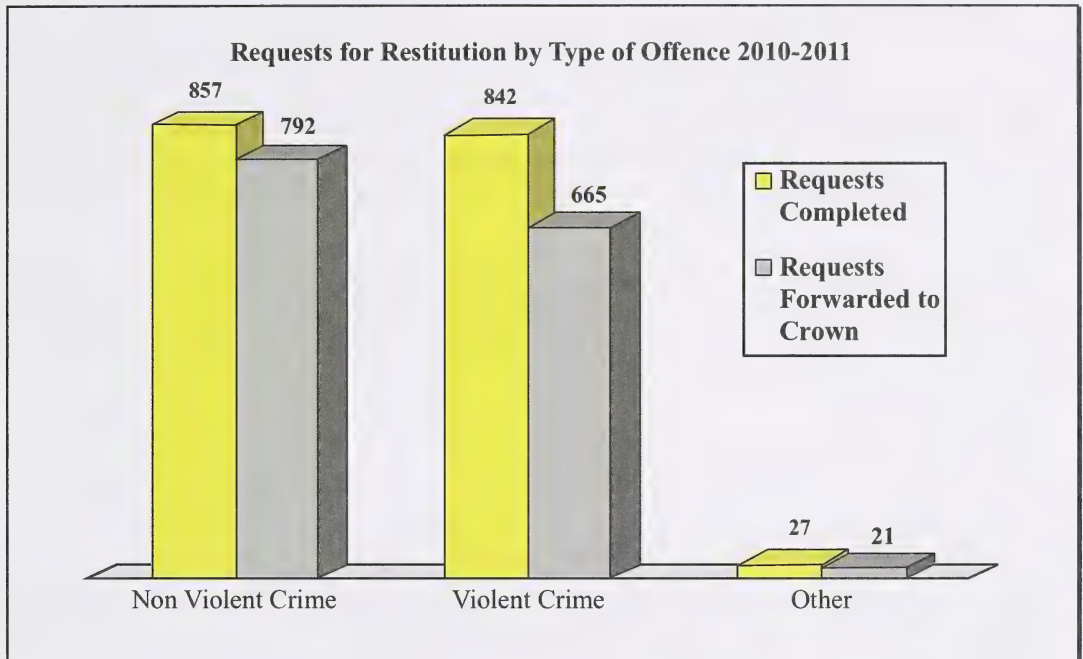


Figure 13

Victim Advocate Training e-Learning Initiative

In 2010-2011, Alberta Solicitor General and Public Security transitioned their existing training curriculum for victim advocates to an e-Learning environment. The e-Learning initiative directly links to the department's mandate in addressing victims' issues, and specifically, the goals of enhancing and standardizing training and enhancing service across the Province. e-Learning will provide training for victim services advocates and staff across Alberta. The training is hosted by the Justice Institute of British Columbia.

The cutting edge initiative – developed by victim services staff from the Solicitor General and Public Security Ministry in partnership with the Justice Institute of British Columbia – is the first online training program ever produced in Canada for people who provide frontline services to victims of crime.

The program enhances and standardizes training across Alberta, and features interactive videos and web links. Learners can take the training anytime, anywhere, where previously they were required to attend classroom-based sessions.

Benefits of the program include:

- reduced long-term distribution and facilitation costs; increased training opportunities for volunteers and increased access for those in Aboriginal communities and remote areas
- timely revision of materials to reflect legislative and policy changes
- standardized learning measures, and
- quick and efficient delivery of training

The Alberta e-Learning initiative consists of 35 modules, spanning a wide range of issues such as crisis intervention, court orientation, e-crimes and domestic violence. Funding for the initiative was received from the Department of Justice Canada, Policy Centre for Victims Issues (PCVI) Fund.

Eighteen sites across the province piloted e-Learning from September to December 2010. The full version of the training was launched in February 2011. Six hundred and forty victim services advocates and program coordinators registered for e-Learning for both the training pilot and the months of February and March 2011.

Victim Services Units can continue to use face-to-face training sessions to highlight local expertise and for team building.

Victim Assistance Coordinator Training

Fifty participants attended the Victim Assistance Coordinators' Training that was held in Edmonton in March 2011. Training sessions were delivered to victim services unit staff, law enforcement, court services, corrections, the Crown and the Department of National Defence. The training provided information about the criminal justice system, federal and provincial legislation, and information about related programs assisting victims in Alberta.

Advanced Coordinator Training

Forty-seven participants attended the Advanced Coordinators' Training Course held in November 2010 in Edmonton. Topics included: human trafficking, gender diversity, elder abuse, domestic violence, compassion fatigue and a presentation by the National Parole Board. Advanced Coordinator Training allows participants to build on their knowledge of criminal justice system by learning about emerging issues as well as sharing best practices.

Board Training

In the fall of 2009, Victims Services in partnership with RCMP "K" Division launched a new initiative to provide training to victim services program Board Members. Most victim services units are governed by a volunteer Board of Directors. These community members receive no compensation for their involvement. It is their responsibility to administer grants provided by the Victims of Crime Fund. In 2010-2011, Victims Services continued to expand communications with victim service unit boards to assist them in carrying out their role. In 2010, Board training

was offered in various locations throughout the province and at the Northeast Regional Victims Services Conference. In March 2011, a centralized training session was held in Edmonton which was attended by forty Board members from across Alberta. Topics covered at the training included recruitment and retention of staff and volunteers, Solicitor General and Public Security Victims Grants and best practices for Victim Services Units.

Aboriginal Awareness Training



An Aboriginal Awareness Training Curriculum was developed in partnership with an Advisory Committee consisting of victim service unit coordinators, Elders and law enforcement. It is reviewed every year and revised in consideration of content, and venue. Training for 2010 was focused on the Blackfoot culture. Two events were hosted, one in the north at the Star of the North Retreat Center in St. Albert, and one in the south in the Aboriginal courtroom at the Calgary courthouse. The St. Albert training was a three day training event included sessions on: history, Indian residential schools, promising practices in working with Indigenous communities, Blackfoot language and culture as well as a sweat lodge ceremony at Poundmakers Lodge. The Calgary training was a one-day event that included sessions on: historical context and terminology, Blackfoot cultural teachings, Indian residential schools, and practical tips and promising practices in working with Indigenous victims of crime.

Aboriginal Pilot Project

The underserved Aboriginal Pilot Project was a three-year project between Alberta Solicitor General and Public Security Victims Services and Justice Canada Policy Centre for Victims Issues with a goal to improve service to underserved victims of crime. St. Paul and Area Victim Services Society and Lesser Slave Lake Indian Regional Council were identified as locations to pilot this initiative which concluded on March 31, 2011. Funding was used to provide culturally appropriate outreach services to Aboriginal communities. An evaluation of the pilot revealed that more people in Aboriginal and remote communities are aware of the supports available and are accessing victim services and participating in the criminal justice process. The increase in physical presence in the communities served not only to increase trust, but also encourage reporting of a crime as victims became more aware of their rights and available services. The evaluation results indicated that this project helped decrease overall stress levels for victims in these communities.

CanTalk



The Solicitor General and Public Security Victims Services has contracted with CanTalk (Canada) Inc. to provide immediate interpretation and translation in over 110 languages, twenty-four hours a day, seven days a week for all funded programs. In the 2010-2011 fiscal year, victim service organizations used CanTalk for a total of 344 phone calls in twenty-six different languages. The most common languages utilized were; Punjabi, Farsi, Spanish, Cantonese, Arabic and Vietnamese. There has also been a noted increase in the usage of Mandarin and Hindi languages.

Victims of Crime Website

The Solicitor General and Public Security's Victims of Crime website www.victims.alberta.ca contains a wide range of information on victims programs and services in Alberta including:

- Victims of Crime Protocol
- Help for victims of crime
- Financial Benefits Program
- Victims of Crime Fund Grants Program
- Victim Impact Statement Program
- Requesting Restitution Program
- Publications

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